

Amendment to the Specification.

The paragraph commencing on page 9, line 19, is amended as follows:

a Referring again to Fig. 1, a fourth embodiment is described wherein the employee is the service evaluator, providing input to the management of the business from the perspective of the employee. There are various means by which the employee may be given the incentive to provide such evaluation, such as bonuses, compensation, and/or compensatory time off, etc. In its simplest form, the employee/service evaluator 2000 inputs data to the administration and response collection means 2100. The data provided may be transaction specific as it relates to the provision of services to a particular client on a specific date, or the data may be ~~[[or]]~~ of a more general nature. Additionally or alternatively, the data inputted may be descriptive of the employee's attitudes, preferences, or provide a sociological profile of the employee. Administration and response collection means 2100 stores such information on provider feedback survey results database 2200. Survey results reporting/presentation process 2300 correlates such information with the identity of the service provider and makes such information available to the service provider via survey results information requestor 2400 as in any of the methods described above. Such employee information may also be correlated with information from other employees to provide a more statistical evaluation of the manner in which the service is provided, or how the management of the service provider is perceived.